

POSITION DESCRIPTION**M-1****Town of Needham****Director of Veteran Services****5/97*****Duties:***

Under the direction of the Commissioner of Veterans' Services of the Commonwealth of Massachusetts, accountable for the administration and delivery of Veterans Services within the statutory requirements of Massachusetts General Laws for the towns of Needham and Dover.

Serve as District Director, Veterans' Services, Veterans' Burial Agent, Agent for the Care of Veterans' Graves, and Veterans' Agent.

Furnish information, advice, and assistance to veterans as may be necessary for them to procure the benefits to which they are or may be entitled relative to employment, vocational or other educational opportunities, hospitalization, medical care, pensions, and other veterans' benefits.

Maintain current booklets and other printed material pertaining to the statutory rights of veterans provided under state and federal laws.

Accountable for the proper interment of the body of any veteran or adult dependent of a veteran, or the body of any dependent child of a veteran if such veteran or his wife or widow be without sufficient means to defray funeral expenses. Prepare and submit returns of Veterans and Dependents Burial Expenses for partial reimbursement of expenses.

Cause every veteran's grave in the Town of Needham to be suitably kept and cared for; insure that a flag of the United States is placed on each veteran's grave in the cemeteries in the Town of Needham on Memorial Day.

Receive and make initial determinations of eligibility for Veteran's Benefits; forward applications and authorizations for payment to Commissioner of Veterans' Services; compute budget standards for Benefits recipients; pay benefits as approved by Commissioner; prepare and submit monthly returns of Veterans' Benefits paid for proportional reimbursement.

Conduct investigations, including home visits, solicitation of financial information from banks, contact with employers, and other sources on new and continuing benefits cases to ensure the qualifications of recipients.

Counsel veterans on available public assistance programs, processing to appropriate agency as necessary; execute and file liens upon owned real estate as required by law; assist veterans and their dependents in collecting, sorting documents for claims purposes; file such claims as appropriate.

Maintain a depository of discharges from military service and records of service for veterans' residence in Towns of Needham and Dover; make and forward copies as appropriate; assist veterans and their dependents in applying for real estate tax exemptions and automobile tax exemptions under state law.

Conduct public information campaign to assure eligible client population is aware of current laws; coordinate and supervise the observance of Memorial Day and Veteran's Day in the Town of Needham; visit local

hospital and Veterans Administration Hospitals to insure needs of hospitalized veterans are being met; assist veterans and their families in finding employment, housing and medical care.

Perform other administrative and veterans service functions and duties as appropriate.

Basis Knowledge:

Duties require intensive knowledge of Veterans' Services policies and procedures usually gained by the equivalent of completion of a four-year college program; must be a veteran.

Experience:

Work requires 1 - 3 years to become generally familiar and competent in the delivery of Veterans' Services.

Independent Action:

Incumbent performs independently within the Massachusetts General Laws, Federal and Veterans Administration Policy and procedures. Problems not defined in statutes or regulations may be referred to Commissioner or in the event of a serious disagreement to the Governor and the Executive Administer Veterans' Service with one Clerk.

Supervisory Responsibility:

Incumbent supervise one part-time assistant.

Physical and Environmental Standards:

- Normal office environment, not subject to extremes in temperatures, noise, odors etc.
- Regular interruptions to assist citizens.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.
- Some travel by personal automobile to neighboring towns.